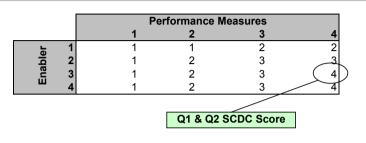
Housing and Council Tax Benefit - Assessment of Performance Against DWP Standard

CPA score matrix



Due to the complexity of analysing the Performance Standard data this information will be reported for the quarter prior to the most recent quarter.

Performance Measures

Performance is measured against an expected national standard.

				Quarter 1		Quarte	ər 2
Module	Measure	Description	Weighting	Result	It Grade	Result	Grade
Claims Administration	PM1	Time to process new claims	15%	22.86 days	4	18.97 days	4
	PM2	New claims still outstanding after 50 days	7%	0.00%	4	0.00%	4
	PM3	% New claims assessed within 14 days	5%	97.75%	3	97.97%	4
	PM4	% New private sector claims paid on time	5%	98.37%	4	98.17%	4
	PM5	Average time to process changes of circumstances	12%	9.27 days	3	7.11 days	4
	PM6	% claims calculated correctly	6%	97.60%	3	98.40%	3
	PM7	% Current year HB overpayments recovered	n/a	63.36%	n/a	68.47%	n/a
	PM8	Total % of HB overpayments recovered	n/a	12.06%	n/a	13.72%	n/a
	PM9	% of HB overpayments written off	n/a	0.01%	n/a	2.32%	n/a
	Overall as	sessment for claims administration			4		4
Security	PM10	% of reductions in benefit compared to DWP target	14%	28.53%	4	53.73%	4
	PM11	% potential frauds from HBMS resolved in 2 months	12%	100%	4	100.00%	4
	PM12	% of visits carried out against target	n/a	-	-	-	-
	PM13	Number of fraud referrals received (per 1,000 cases)	n/a	8.35	n/a	8.5	n/a
	PM14	Number FTE fraud investigators employed (per 1,000 cases)	n/a	0.17	n/a	0.16	n/a
	PM15	Number of fraud investigations completed (per 1,000 cases)	n/a	7.68	n/a	6.56	n/a
	PM16	Number of successful sanctions (per 1,000 cases)	n/a	1.67	n/a	2.95	n/a
	Overall as	sessment for security			4		4
User Focus	PM17	% of initial appeals considered in 4 weeks	4%	100.00%	4	87.50%	4
	PM18	% of appeals submitted to appeals service within 4 weeks	7%	100.00%	4	100.00%	4
	PM19	% of appeals submitted to appeals service within 3 months	4%	100.00%	4	100.00%	4
	Overall as	sessment for user focus			4		4

Current overall performance score		4	4

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Enablers

Enablers are simply measured as being in place or not in place.

_		Quarter 1				Quarter 2				
Module	Number of Enablers	Number Achieved	% Achieved	Module score	Weighted %	Number Achieved	% Achieved	Module score	Weighted %	
Claims Administration	16	9	56.25%	3		10	62.50%	3		
Security	21	19	90.47%	4		19	90.47%	4		
User Focus	12	4	33.33%	2		6	50.00%	2		
Resource Management	16	13	81.25%	4		13	81.25%	4		
Overall Percentage					68.53%				73.22%	
Conversion of % to score is as follows:			0% to 25% 26% to 50% 51% to 75% 76% to 100	o = 2 o = 3,						
Current enabler score				3				3		